

You must resolve the mismatch within 45 days or your driver license will be canceled

Your license will be canceled 45 days after you are issued a paper temporary driver license if you do not resolve the mismatch.

If you cannot resolve the mismatch at the driver licensing office or with SSA or you wish to challenge the cancellation, you may request a hearing by mail or Internet. A request must be submitted within 30 days as stated in your Notice of Cancellation letter. Please include your license number, full name, date of birth, mailing address, and daytime phone, including area code. Mail your request to the Department of Licensing, Hearings and Interviews, PO Box 9031, Olympia, WA 98507. If you need an interpreter, one will be provided at no cost.

For more information you can contact the DOL Customer Service Unit at (360) 902-3900.

Contact the Social Security Administration

Call toll-free 1-800-772-1213

24 hours a day, including weekends and holidays or visit their website at www.socialsecurity.gov.

To find any Social Security office online by ZIP code, go to www.socialsecurity.gov/locator

If you are deaf or hard of hearing, call their toll-free TTY number at 1-800-325-0778.



The Department of Licensing has a policy of providing equal access to its services. If you need special accommodation, please call (360) 902-3900 or TTY (360) 664-0116.

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DEPARTMENT OF LICENSING

Social Security Verification:
What you can do when information doesn't match



www.dol.wa.gov

The Washington State Department of Licensing is working with the federal Social Security Administration (SSA) to fight identity theft and improve security. As part of the driver license application process, state and federal law requires Department of Licensing (DOL) staff to collect your Social Security number (SSN) to enforce child support laws and to identify commercial drivers.

Washington is joining other states by using a new SSN verification program that matches a person's SSN information – consisting of, name, date of birth, and SSN – with SSA records.

This brochure informs you how to resolve issues when information that you have provided at the driver licensing office does not match SSA records.

When SSA information doesn't match

In some cases the information you provided to the driver licensing office staff will not match with SSA records. If your data doesn't match, the error may be as simple as transposed numbers, a misspelling of your name, or use of a nickname that is prompting the mismatch. If the information that you provided to DOL is correct but does not match SSA records, you will need to provide SSA with proof of your name, date of birth, or SSN to correct possible errors.

How to resolve a mismatch

You will be required to provide additional identification information to the driver licensing office staff. If they cannot resolve the mismatch with you at the counter, you will need to provide identification information to a local SSA office.

The driver licensing office staff may supply you with the location of the SSA office that is near you or you may contact the SSA. Contact information is located on the reverse side of this brochure.

You will need to complete these two steps within 45 days after you have been issued a temporary driver license:

1. Go to a local SSA office with valid original or certified copies of documents that establish your correct name and date of birth. SSA will not accept photocopies or notarized copies of documents. An identity document with your photograph is preferred, but a non-photo document will be accepted if it has enough information to identify you (i.e. your name, age or date of birth, parents' names).

Examples of proof of date of birth are:

- Certified birth certificate
- Hospital record of birth (created at time of birth)
- Passport
- Religious record showing your age (created before three months old)
- Adoption record (must indicate that the birth data was taken from the original birth certificate)
- U.S. consular report of birth

Examples of proof of identity are:

- Driver license
- Employee ID card
- School ID card
- Marriage or divorce record
- Health insurance card (not Medicare card)
- Military ID card
- Adoption record
- Life insurance policy
- U.S. Certificate of Citizenship

The SSA office may resolve the problem the same day. Once the mismatch is resolved, the SSA will provide you with a "SSN verification printout" containing the SSA seal.

2. Return in person to a local driver licensing office with your "SSN verification printout" to resolve the mismatch. Your local driver licensing office cannot resolve SSN issues by telephone.